

INTRODUCTION

Dear customer:

Thank you for purchasing a DECT telephone; we appreciate your trust in us.

This product was manufactured with the utmost care, should you encounter any difficulties during its use, we recommend that you refer to this user guide.

For your comfort and safety, we ask that you read the following paragraph carefully:

Recommendations and safety instructions



Your DECT telephone must not be installed in a humid room (wash room, bathroom, laundry room, kitchen, etc.) unless it is 1.50 m away from a water point, or outside. Your telephone must be operated at temperatures ranging from 5°C to 45°C.



Only use the supplied power adapter, connect it to the base socket according to the installation instructions provided in this booklet and the indications on the identification label affixed to it (voltage, current, electric network frequency)⁽¹⁾. As a precaution, in case of danger, the mains adapters act as a disconnecting mechanism for the 230V power supply. They should be placed near the device and should be easily accessible.



This telephone was designed for use on the public switched telephone network (PSTN). In case of a problem you must first contact your reseller. Only use the supplied telephone cord.



To avoid damaging your handset, only use certified rechargeable AAA batteries, never use non rechargeable batteries. Insert the batteries in the handset battery compartment respecting polarity.

For your personal safety, never place your handset on the base without the batteries, or without the battery cover, you could get an electric shock.



At the end of their useful life, batteries must be disposed of according to the recycling instructions presented in this booklet.



Your DECT telephone has an inside radio range of about 50 metres and up to 300 metres in open space. The immediate presence of metal parts (of a television for example), or of any electric appliance may result in range reduction.



Some sensitive medical equipment and safety equipment may be affected by the radio-frequency transmissions of your telephone. In all cases, we ask that you respect the safety recommendations.



The CE marking certifies that the product meets the essential requirements of Directive 1999/5/CE of the European Parliament and of the Council pertaining to microwave radio equipment and telecommunication terminal equipment, for the safety and health of users, for electromagnetic interference. Furthermore, it efficiently uses the frequency spectrum attributed to ground and spatial communication to prevent damaging interference.

This equipment does not function in the case of an electric network shutdown: for emergency calls, it is recommended to use another unit during power cuts⁽²⁾.

(1) : With the exception of IT scheme installations defined in the EN60950 standard.

(2) : In that case, use a self-contained cord telephone.

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YOUR TELEPHONE

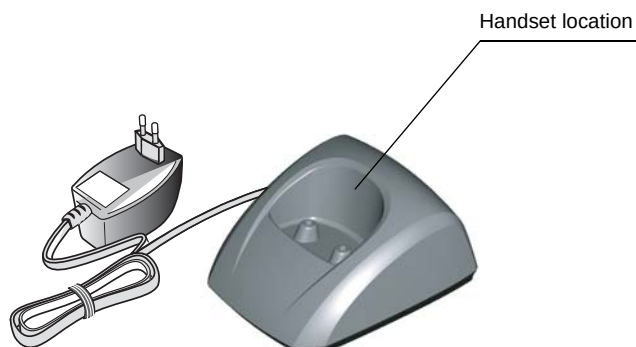
The Twist 455 additional handset can also be registered with a compatible base for simple telephone functions in compliance with the European GAP standard.

Unpacking

Place the box in front of you, open it and make sure it contains the following items:

- a desk charger fitted with its power supply unit,
- one handset,
- one battery compartment cover,
- three rechargeable batteries,
- this user guide.

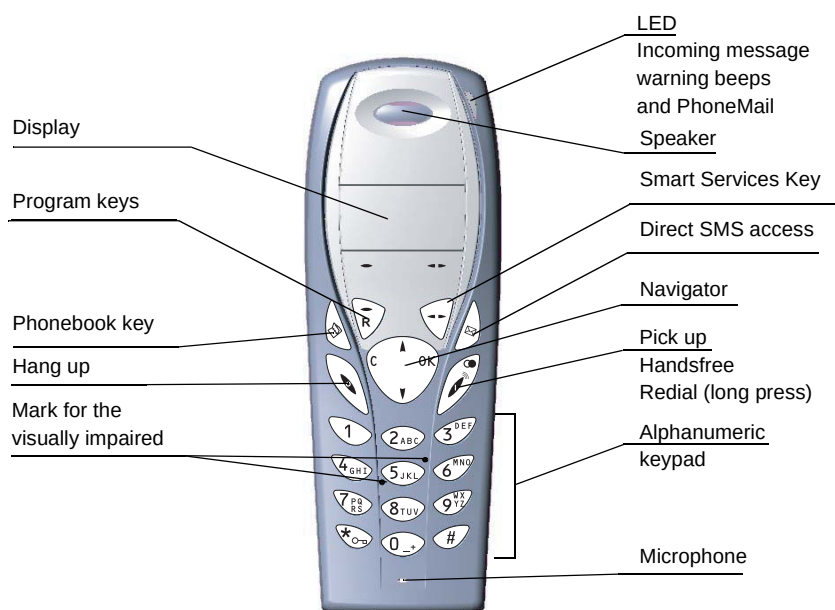
Your desk charger



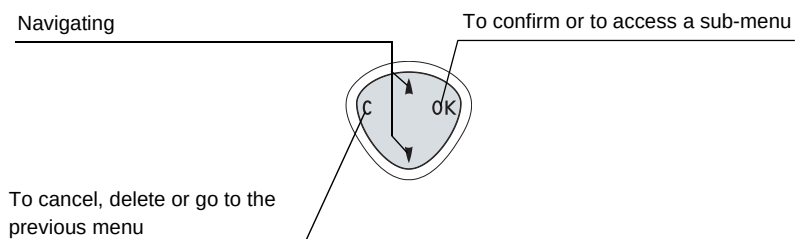
YOUR TELEPHONE

Your handset

With its user-friendly design, you will appreciate how easy it is to hold and its quality during conversations.



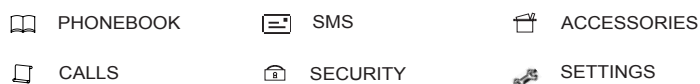
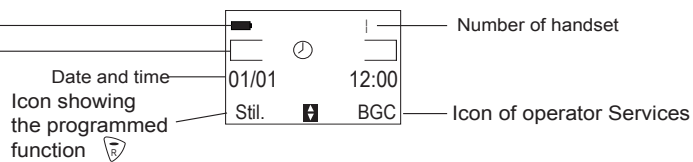
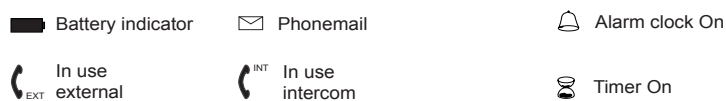
The navigator key, a rapid selection tool.



YOUR TELEPHONE

The visual **display** of your handset

Status icons



Menu icons

When the battery charge icon is at minimum, le niveau de la fonction Mains-Libres descend au niveau 4, the hands-free function is turned off until the battery is recharged.

YOUR TELEPHONE

Connection



Before making any connections, please refer to the safety instructions presented at the beginning of this user guide.

Starting your desk charger

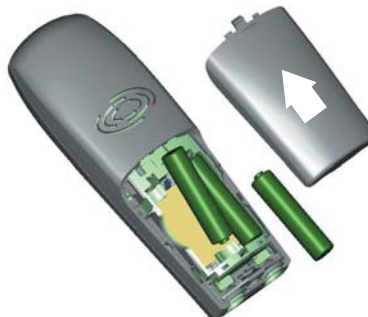
Put the support where you want it and connect the power lead to the mains plug.

Handset set-up

Insert the batteries making sure to respect the polarity. Place the cover back on the handset by pushing upwards until it is completely closed.

Remove the protective film on the screen, place the handset on the base to fully charge the batteries.

The charging icon appears on the screen, it indicates the charging status. Once the icon is full, your batteries are charged.



Only use certified rechargeable batteries. For optimal battery charge, leave the handset on the base for at least 12 hours during initial use. During charging, the batteries may heat up, this is quite normal and without risk.

YOUR TELEPHONE

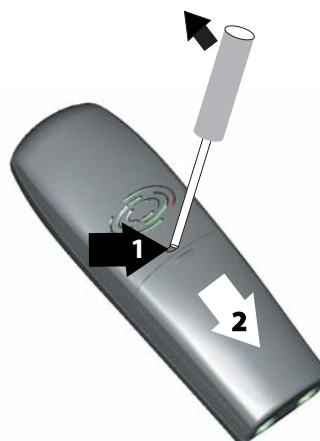
Replacing the batteries

Rechargeable batteries must be used with your handset. Proceed as follows:

Take the handset and turn it around so that the battery compartment is accessible.

Insert a sharp object (pen, paper clip...) perpendicularly in hole 1 as shown in the illustration and lift it upwards, the battery cover opens, slide it downwards as shown in 2 and insert the batteries making sure to respect the polarity.

Place the cover back on the handset by pushing upwards until it is completely closed.



GETTING STARTED

GETTING STARTED

To use your additional handset on the public telephone network from your base, you must register and match it with a base compatible with the European GAP standard.

Get the user brochure on the base to which you want to register your additional handset and find the paragraph concerning the registering of an additional handset.

►ENGLISH
Return  Valid

The language selection screen is displayed. Press  or  until the desired language is displayed. Validate with **Confirm** .

To register a new handset to a base you must:

- put the handset in registration mode,
- put the base in registration mode.

Once this is done, the registration (mutual recognition of the base and the new handset) will be done automatically (registration can take a few seconds).

Take the handset to be registered:

On the navigator key , press  or  until the **SETTINGS** screen is displayed, press **OK** to confirm.

Select **ADVANCED SET.** using  or . Press **Valid** .

►SET HANDSET
Return  Valid

Select **SET HANDSET** using  or . Press **Valid** .

►REGISTRATION
Return  Valid

Select **REGISTRATION.** Press **Valid** .

REGISTER HS?
No  Yes

Press **Yes**  to put the handset in registration mode.

The handset enters the registration mode.

On the base:

Put the base to which you want to register the handset in registration mode:

- Press on the  button on the base for a few seconds.

The green light blinks rapidly, the base is in registration mode.

GETTING STARTED

The new handset and the base are mutually searching for each other. The registration may take several seconds.

Once the handset is registered, the handset automatically exits the registration mode and lets you know the registration is done.



You can also set your base to the registration mode using a handset already registered by selecting the Registration function in the menu SETTINGS/ADVANCED SET/SET BASE.

Making a call

Enter the number of your contact using the keypad keys.

If you enter an invalid digit, press **C** on the navigator key  to erase the incorrect digit. Press the green key  on your handset to make the call.

You can also make a call by:



- Pressing the green key  to access the line.
- Dialing your contact's number.

To add a pause, press 0 until the symbol "/" is displayed.

Belgacom smart services

Your handset makes Comfort™ services simpler to use. Certain services are pre-programmed in the direct access key  or from the **OPER. SERVICES** menu.

They can be accessed when you are not in communication (ring back if busy, etc.) or during communication (three party conversation, call transfer, etc.).

Services when not in communication

When not in communication, press key **BGC**  or from the **OPER. SERVICES** menu select using  or  the function that you want to activate from those found in the following list and press **Valid** .

1919 - Know the last call that entered and was not answered, with possibility of direct dialling of this number.

0123456789
Record ■ Call



► 1919
Return ■ Valid

GETTING STARTED

► FORWARD ON
Return **9** Valid

FORWARD ON (*21*) - Activation of forward call function: enter a number of your choice, then press .

► FORWARD OFF
Return **9** Valid

FORWARD OFF (#21#) - Deactivation of forward call function.

► NO REPLY ON
Return **9** Valid

NO REPLY ON (*61*) - Activation of forward call in case of no answer function: enter a number of your choice, then press .

► NO REPLY OFF
Return **9** Valid

NO REPLY OFF (#61#) - Deactivation of forward call in case of no answer function.

► FW. BUSY ON
Return **9** Valid

FW. BUSY ON (*67*) - Activation of forward call in case of line busy function: enter a number of your choice, then press .

► FW. BUSY OFF
Return **9** Valid

FW. BUSY OFF (#67#) - Deactivation of forward call in case of line busy function.

► 2 CALL ON
Return **9** Valid

2 CALL ON (*43#) - Activation of 2 Call signal.

► 2 CALL OFF
Return **9** Valid

2 CALL OFF (#43#) - Deactivation of 2 Call signal.

► FIXED CA ON
Return **9** Valid

FIXED CA ON (*53*) - Activation of fixed call function: enter an emergency number of your choice, then press .

► FIXED CA OFF
Return **9** Valid

FIXED CA Off (#53#) - Deactivation of fixed call function.

► RING BACK OFF
Return **9** Valid

Ring back Off (#37#) - Deactivate the Belgacom Ring Back service.

► ANON. ON
Return **9** Valid

ANON. ON (*31*) - Activation of refuse display of your number for next call: enter this number, then press .

► ANON. OFF
Return **9** Valid

ANON. OFF (#31*) - Deactivation of refuse display of your number for next call: enter this number, then press .

► PHONEMAIL
Return **9** Valid

PHONEMAIL (1230) - Listen to messages left by your callers by means of the answering machine Phonemail™.



After each service activation or deactivation, wait for the confirmation tone (quick intermittent tone), then hang up by pressing the  key.

Using a password is not possible.

GETTING STARTED

Receiving a call

When you receive a call your telephone rings. If you have subscribed to a "Caller display" service, the caller's information appears on the screen (unless your caller has enabled the anonymous mode), otherwise the "-----" screen is displayed.

Pick up by pressing the green key  or . To turn off the ringer, press the red key  or .

At the end of the conversation, press the red key .

During a call

During a call, numerous options are accessible by pressing **Menu** .

Select the desired option in the following list:

- **HANDSFREE:** to activate the handset speaker.
- **CALL TRANSFER:** to transfer the call to another handset.
- **SECOND CALL:** to make a second call.
- **PHONEBOOK:** to access the phonebook.
- **CALLS:** to access the call log.
- **SECRET:** to mute the handset microphone.
- **OPER. SERVICES:** to access the Belgacom services.

Handsfree

While having a conversation with your contact, you can enable the handset. Press **Menu** .

Select **HANDSFREE**. Press **Activ.** .



When pressing the green key  while engaged in a conversation you automatically activate the handsfree mode of the handset, by pressing it again you deactivate the handsfree mode.

The message **HANDSFREE ACTIVATED** appears on the screen. Increase or decrease the audio volume using  or .

► HANDSFREE
Return  Activ.

HANDSFREE
ACTIVATED

GETTING STARTED

Ending a call

At the end of the conversation, press the red key .

Personal registering of your handset on a base

To register a new handset to a base you must:

- put the handset in registration mode,
- put the base in registration mode.

Once this is done, the registration (mutual recognition of the base and the new handset) will be done automatically (registration can take a few seconds).

On the navigator key , press  or  until the **SETTINGS** screen is displayed, press **OK** to confirm.

Select **ADVANCED SET** using  or . Press **Valid** .

Select **SET HANDSET** using  or . Press **Valid** .

Select **PERSON.REGISTR** using  or , Press **Valid** .

Select the required base number. Press **Valid** .

Delete the current base name using **C** key (if necessary).

Enter the new name, press **Valid** .

Enter the base code. Press **Valid** .

The handset enters the registration mode, "**HANS DSET IN REGISTR.MODE**" is displayed on the screen.

Put the base to which you want to register the handset in registration mode:

Once the handset is registered, select the required handset number. Press **Valid** .

►SET HANDSET
Return  Valid

►PERSON.REGISTR
Return  Valid

►1
Return  Valid

BASE 1
Return  Valid

ACCESS CODE:
< Enter code >

►HANDSET 2
Return  Valid

GETTING STARTED

On the base:

Put the base to which you want to register the handset in registration mode:

- For the Twist 455, press on the  button on the base for a few seconds.
- For other base stations, refer to their user guides.

The green light blinks rapidly, the base is in registration mode.

The new handset and the base are mutually searching for each other. The registration may take several seconds.

Once the handset is registered, the handset automatically exits the registration mode and lets you know the registration is done.



You can also set your base to the registration mode using a handset already registered by selecting the Registration function in the menu SETTINGS/ADVANCED SET/SET BASE.

YOUR PHONEBOOK



YOUR PHONEBOOK

You can store 40 phonebook entries in your phonebook.

Each phonebook entry can contain the name of your contact which can be a maximum of 12 characters long (spaces included), your contact's telephone number up to 24 digits and an icon identifying the type of number (work, home, mobile...).

You can associate a unique ring tone to each entry and thus create your own call groups. (To do so, you must activate the call display service on your handset; contact your service provider to find out about this service.)

Viewing the phonebook

On the navigator key , press  or  until the **PHONEBOOK** screen is displayed, press **Valid**  (you can also use  to directly access your phonebook).

The list of phonebook entries organised in alphabetical order appears.



*The first time you access your phonebook, only the **New** element appears in the list.*

Select the entry you want to view using  or . Once you have selected it, press **OK** .



You can call the number that is associated to the entry directly by pressing the green key .

Once the entry appears on the screen, press  to display all of the available actions that can be executed via the phonebook entry:

- **VIEW:** to view the entry data.
- **CALL:** to call the number associated to the entry.
- **EDIT:** to edit the entry (name, number, icon).
- **SEARCH:** to search for another entry.
- **RING TONE:** to assign a unique ring tone to your handset that will be used each time this number calls you (caller display service mandatory)
- **SEND SMS:** to send an SMS to a number associated to the entry.
- **ADD NUMBER:** to enter a new number for the same name.

 Avenin paul
Return  Option

0123456789
 Avenin paul

YOUR PHONEBOOK



- **NEW ENTRY:** to create a new entry in the phonebook.
- **DELETE:** to delete the entry from your phonebook.

Select the action you wish to perform using **▲** or **▼**. Press **Valid** .

To exit the phonebook, press the red key .

Creating an entry

Alphanumeric keypad key correspondence.

 1	 A, B, C, a, b, c, 2
 D, E, F, d, e, f, 3	 G, H, I, g, h, i, 4
 J, K, L, j, k, l, 5	 M, N, O, m, n, o, 6
 P, Q, R, S, p, q, r, s, 7	 T, U, V, t, u, v, 8
 W, X, Y, Z, w, x, y, z, 9	 special characters
 space, 0, /, +, @, -, \$, &, %	 #, " . : ; ! ? ' () _

To enter text press successively on the desired key until the letter is displayed on the screen.

On the navigator key , press **▲** or **▼** until the **PHONEBOOK** screen is displayed, press **Valid** .

Select **New**. Press **Valid** .

The name input screen appears.

Using the keypad keys, enter the name of your contact by pressing successively on the corresponding keys. In case of a mistake, press **C** to erase one character at a time.

Once you are done making your changes, press **Valid** .

The number input screen appears.

Now, enter the name of your contact using the keypad keys. In case of a mistake, press **C** to delete one character at a time.

Once you are done making your changes, press **Valid** .

Select an icon for this number, using **▲** or **▼** to specify the type of number:

<New>
Return  Valid

NEW NAME?
<Enter name>

NEW NUMBER?
<Enter number>

HOME
Return  Valid

YOUR PHONEBOOK



 : HOME

 : MOBILE

 : WORK

 : FAX

Once the icon is selected, press **Valid** .

A new entry is created. It appears in the phonebook list. The name of this entry corresponds to the beginning of your contact's name which is preceded by a type icon.

Using a phonebook entry to place a call

On the navigator key , press  or  until the **PHONEBOOK** screen is displayed, press **Valid** .

The list of alphabetical phonebook entries appears.

Select your contact using  or .

Press the green key  to make the call.

Your telephone displays the number called and automatically dials it.

Searching for a contact

When referring to your phonebook, you can search for a contact by:

- navigating through the list using , ,
- using quick search,
- using refined search.

Performing a quick search

Access your phonebook list, press successively on the keypad key which corresponds to the first letter of the name you are searching.

Once the first letter of the name is displayed, wait a moment. The phonebook selects the first name in the list that starts with the selected letter.

Press  or  to select the specific entry that you wish to view or call, press **OK** to confirm.

 Avenin paul
Return  Option

 Mozart
Return  Option

YOUR PHONEBOOK



Performing a refined search

In the phonebook menu, press **Option** .

Select **SEARCH** using  or . Press **Valid** .

Using the keypad, enter the first two letters of the contact you are searching for.

The phonebook positions itself to the entry which comes closest to those two characters.

Press  or  to select the specific entry that you wish to view or call, press **OK** to confirm.

Editing an entry

To edit a phonebook entry (change the name, the number and/or the number type icon), enter the phonebook, select the entry you want to edit and press **Option** .

Select **EDIT** using  or . Press **Valid** .

You enter the name input screen. The cursor is at the end of the name.

- The information is accurate. Press **Valid** .
- To correct the name, press **C** on the navigator key  to delete characters. Make your corrections using the keypad keys by pressing successively on the corresponding keys. Once you are finished, press **Valid** .

You enter the name input screen. The cursor is at the end of the number.

- The information is accurate. Press **Valid** .
- To correct the number, press **C** on the navigator key  to delete the numbers. Enter the new number and press **Valid** .

Select the icon according to the type of number entered using  or . Press **Valid** .

To exit the menu, press the red key .

►SEARCH
Return  Valid

►SEARCH ALPHA?
<Enter char.>

►EDIT
Return  Valid

Avenin pau
Return  Valid

0123456789
Return  Valid

►HOME
Return  Valid

YOUR PHONEBOOK



Deleting an entry

To delete an entry, enter the phonebook, select the entry and press **Option** .

►DELETE
Return  Valid

Select **DELETE** using  or . Press **Valid** .

DELETE ?
No  Yes

A confirmation screen asks you if you wish to delete the entry.

- If you do not wish to delete the entry, press **No** .
- To delete the entry, press **Yes** . The entry is deleted from the phonebook.

To exit the menu, press the red key .

CALL LOG



CALL LOG

*This menu enables you to view the call or event lists of your telephone.
The dialed call log presents the calls you made.
The received call log presents the calls you received.
The event log groups together all the new events that took place in your absence:*

- *reception of an SMS,*
- *calls received during your absence,*
- *Messages saved in PhoneMail.*

Viewing the received and dialed call log

On the navigator key , press **▲** or **▼** until the **CALLS** screen is displayed, press **Valid** .

Choose **INCOMING CALLS** or **OUTGOING CALLS**, using **▲** or **▼**. Press **Valid** .

The presentation screen for the last call received or dialed appears.

This screen presents the following information :

- *Complete name of your correspondent for received calls (if you have subscribed to the "caller name" or the "caller number" service and that the name associated with the number is registered in your directory; For a dialed call if the name is registered in the directory).*
- *The telephone number for a received call (if you have subscribed for "caller number" , the date, the time and the duration rounded up to nearest minute.*

To view the previous calls, use **▲** or **▼**. The calls are organized in chronological order, from the most recent call to the oldest call.

By pressing **Option** , a list of various executable actions appears:

- **VIEW:** To view the selected call again.
- **CALL:** To call the number.
- **DELETE:** To delete the call currently viewed.
- **STORE NUMBER:** To store the name and number in the phonebook.
- **SEND SMS:** To send an SMS to your contact.
- **DELETE ALL:** To delete all calls.

To return to the call view screen, press **Return** .

To exit the menu, press the red key .

► INCOMING CALLS
Return  Valid

► 10:20 SMITH
Return  Option

CALL LOG



Calling the last number dialed (Redial)

Your telephone has a shortcut key that can be used to automatically redial the last number dialed.

From the idle screen, press and hold the green key  until the Call log screen appears. Release , the last dialed number appears. Press the green key  again. The number is dialed automatically.



You can view the other dialed calls by pressing ▲ or ▼ on the navigator key .

Calling a number listed in the dialed and received call log

On the navigator key , press ▲ or ▼ until the **CALLS** screen is displayed, press **Valid** .

Select **OUTGOING CALLS** or **INCOMING CALLS**, using ▲ or ▼. Press **Valid** .

▶ 10:20 SMITH
Return  Option

The presentation screen for the last call received or dialed appears. Use ▲ or ▼ to locate the contact you wish to call. The calls are organized in chronological order, from the most recent call to the oldest call.

Once the call is displayed on the screen, press the green key . The number is dialed automatically.

CALL LOG



NEW EVENTS !

Viewing the events log

If one or more new events occurred during your absence, the information screen "NEW EVENTS" appears.

- If you do not wish to view the event log at this time, press .
- To view the event log, press .



Once the event log has been viewed, the information screen disappears. You can however view it again via the "CALLS" menu

A summary screen appears. It informs you as to the various events that took place during your absence:

- the new SMS received,
- the calls received during your absence,
- Messages saved in PhoneMail.

► 2 NEW MESS.
Return  Valid

Choose the event using  or . Press **Valid** .

The event appears on the screen.

OTHER FUNCTIONS

OTHER FUNCTIONS

Accessories

This menu offers you numerous additional functionalities:

- *adjust, enable or disable the wke-up feature,*
- *adjust, enable or disable the timer,*
- *adjust, enable or disable the birthday reminder,*
- *use a handset to monitor a room.*

Security

This menu enables you to change or customise the security parameters of your telephone. You can:

- *lock the keypad,*
- *programme an emergency number,*
- *modify the base code,*
- *define the call time limit,*
- *define forbidden prefixes,*
- *authorise or deny communication to a number of handsets,*

Settings

This menu is used to customize the adjustment parameters of your handset and your base. You can:

- *modify the languages displayed on the screen,*
- *program function keys,*
- *modify the date and time, adjust the contrast,*
- *enable or disable automatic hang-up and off-hook,*
- *enable or disable the silence mode,*
- *modify the current tone,*
- *enable or disable key pad beeping.*
- *to manage the handset, the base and the line.*

APPENDIX

Care and Maintenance

Use a slightly damp cloth to wipe the base and handset, do not use a dry cloth as this may cause electrostatic charges.

Problems

Refer to the table presented below in case of an operational malfunction:

Problems	Remedies
The desk charger does not charge	Make sure that : - the power adapter is properly connected to a power socket. - your fuse and circuit-breaker are in working order and that the power socket is powered.
The handset display is blank	Make sure the batteries are properly installed. Place the handset on the base and fully charge the batteries. As time goes by, you may notice a slight decrease in battery performance. Use your handset until the battery is fully discharged, and then charge it for at least 12 hours. If these precautionary measures do not resolve this issue, replacement batteries are available from Belgacom.
The handset does not ring during an incoming call	Make sure that the telephone is properly connected and that you have a dial tone. Make sure your telephone is not set to silent mode (see chapter entitled Ring Tones).
No radio link between the handset and base	Make sure the handset is registered by moving closer to the base, if it is registered correctly, the handset screen should display its own handset number. Otherwise, register the handset to the base. See "Personal registering of your handset on a base", page 10.
You obtain a "busy" dial tone for each dialed number	Make sure no one else is using another handset (if the intrusion mode is deactivated). Make sure that the dial mode (tone or pulse dialing) is compatible with your telephone line or your automatic branch exchange. Make sure your time limit has not run out (if activated). Make sure you are not on call restriction (if activated)
You cannot send or receive SMSs	Make sure you have subscribed to a caller display service. Contact Belgacom to check if the SMS service is activated on your line. Make sure that the server number is 1717 for transmissions and 0717 for reception. Have you provided your contacts with the right terminal number?

FEATURES

Functions	Default settings	Functions	Default settings
ACCESSORIES		Beeps	All active
Alarm clock	Off	SETTINGS	
Timer	Off	Program keys	Silence/Oper. Services
SECURITY		Date/Time	00:00 // 01/01/03
Keypad lock	Off	Auto Hang up	Off
Emergency	Off	Auto Pick up	Off
RING TONES		Language	User choice
Ringer (Ext/Int)	Ring 2 / Ring 3	Handset name	Handset -2-
Silent mode	Off		

Telephone features			
Number of channels	120	Charging time	12 hours
Radio frequency band	1,88 - 1,90 GHz	Autonomy	
Duplex mode	TDMA	standby time	240 hours
Spacing between	1,728 MHz	talk time	15 hours
Bit rate	1152 Kbit/s	Handset range	
Modulation	GFSK	open space	up to 300 m
Vocoding	ADPCM	inside building	up to 50 m
Transmitting power	250 mW	Handset dimensions ¹⁴⁰	140 x 51 x 30 mm
Base operating voltage	230 V , 50/60 Hz	Handset weight	152 g

All of this data is provided to you for information purposes only. Belgacom reserves the right to make any changes without notice.

GUARANTEE

Guarantee terms

The Equipment you have bought has been carefully selected by Belgacom and is covered by a two-year warranty on spare parts and labor in the event of any material or manufacturing defect, unless otherwise specified. The warranty shall be valid from the date on which the equipment is collected or delivered.

If you have any problems with the equipment, you should take it to a Teleboutique or to one of our authorized agents, in its entirety and in its original packaging, or in packaging providing the same degree of protection, together with the original receipt. The addresses for our Teleboutiques and authorized agents are given in the Information Section of the White Pages.

Your equipment will be repaired or replaced free of charge, on presentation of the receipt, in the event of any material or manufacturing defect.

Belgacom alone shall determine what repairs and/or replacements are necessary. The warranty on the repaired or replaced equipment shall end on the date on which the original warranty on the purchased equipment expires, but shall not be less than 3 months.

The warranty shall not apply:

- damage of any kind that does not predate the sale;
- any damage, faults or defects attributable to the Customer or to causes unrelated to the Equipment: lightning, power surges, humidity, accidental damage, improper use or poor maintenance, failure to comply with the instructions in the user manual, and force majeure;
- the repair or replacement of movable parts (cords, wires, plugs, aerials, etc.), consumables (cells, batteries, paper, ink, etc.) needing regular replacement and the supply of cleaning products.

The warranty shall not apply:

- to any changes or repairs to the terminal Equipment undertaken by the Customer himself/herself or through the services of persons not designated by Belgacom;
- if the Customer removes or tampers with the manufacturer's serial numbers and/or brand names on the terminal Equipment.

Belgacom shall not be liable for any indirect or immaterial loss sustained by the Customer as a result of the malfunctioning of the terminal Equipment, such as any loss of production, revenue or contracts.

The General Terms and Conditions for the Sale of Terminal Equipment can be obtained on request from any Belgacom service available to the public or at www.belgacom.be

belgacom

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